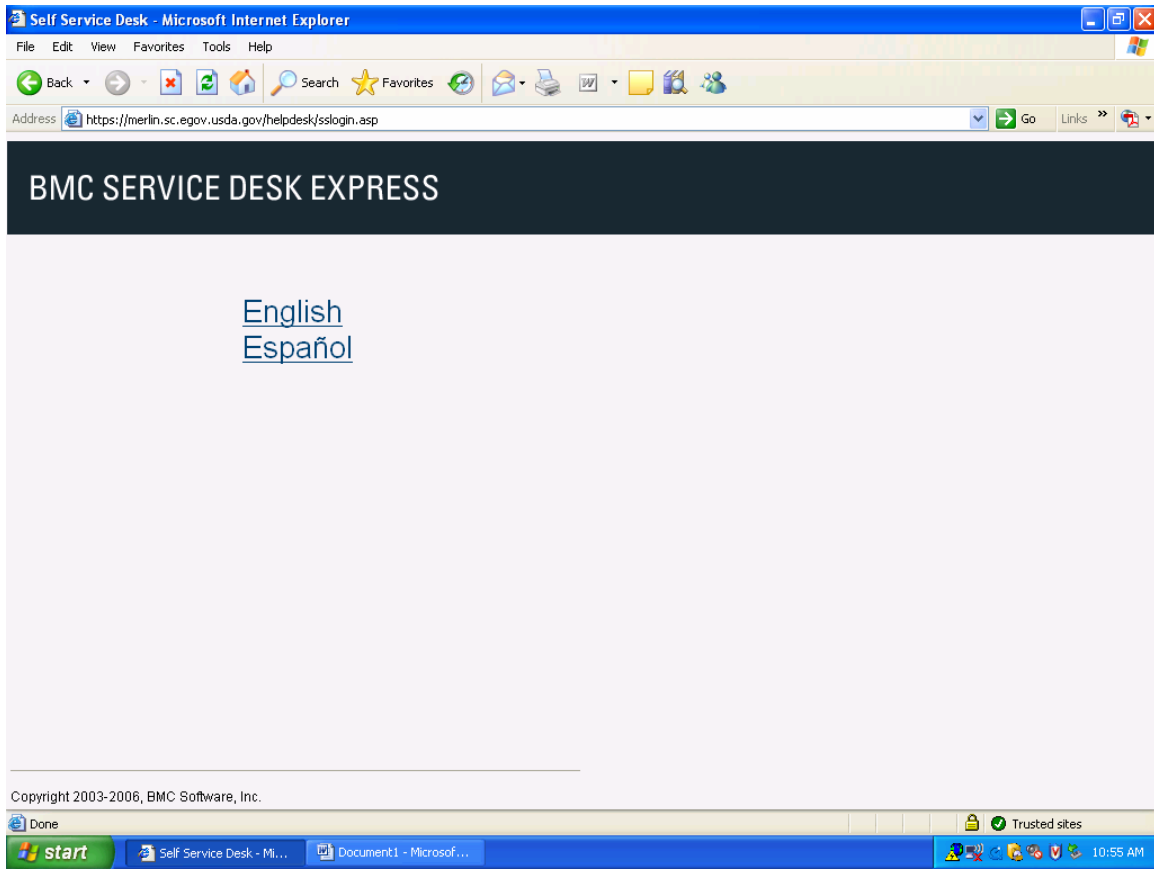


## USING THE MAGIC SELF SERVICE SOFTWARE



**NEW USERS: Contact your ITS Representative to setup your account.**

Double click the MAGIC icon on your desktop (if you have one) or go to the following URL: <https://merlin.sc.egov.usda.gov/helpdesk>

Choose your language by clicking on the link.

## USING THE MAGIC SELF SERVICE SOFTWARE

The screenshot shows a Microsoft Internet Explorer window titled "Login to Self Service - Microsoft Internet Explorer". The address bar displays the URL: <https://merlin.sc.egov.usda.gov/helpdesk/PreLogin.asp?langsettings=1>. The page content is divided into two main sections: "Sign Into Magic Merlin Self Service" and "Getting Started with Self Service".

**BMC SERVICE DESK EXPRESS**

**Sign Into Magic Merlin Self Service**

ICAMS/Affiliate/Client ID:

Password:

[Sign In](#)

**NEW USERS:**

**Contact Your ITS Representative**

They will create a Ticket and send a Work Order to the Magic Merlin Administration Team

**Getting Started with Self Service**

1. Contact the ITS Service Desk at 800-457-3642 if you experience problems or select "New User or Forgot Password".
2. Create a favorite web page using your browser and the URL <https://merlin.sc.egov.usda.gov/helpdesk/>
3. Change your password immediately after login by clicking Support/Contact Information.
4. Submit and monitor your own Tickets!

[Forgot your Password](#)

Your Password will be emailed to You

Powered By [Magic Solutions](#)

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The Windows taskbar at the bottom shows the Start button, open tabs for "Login to Self Service" and "Document1 - Microsoft...", and a system tray with the time 10:55 AM.

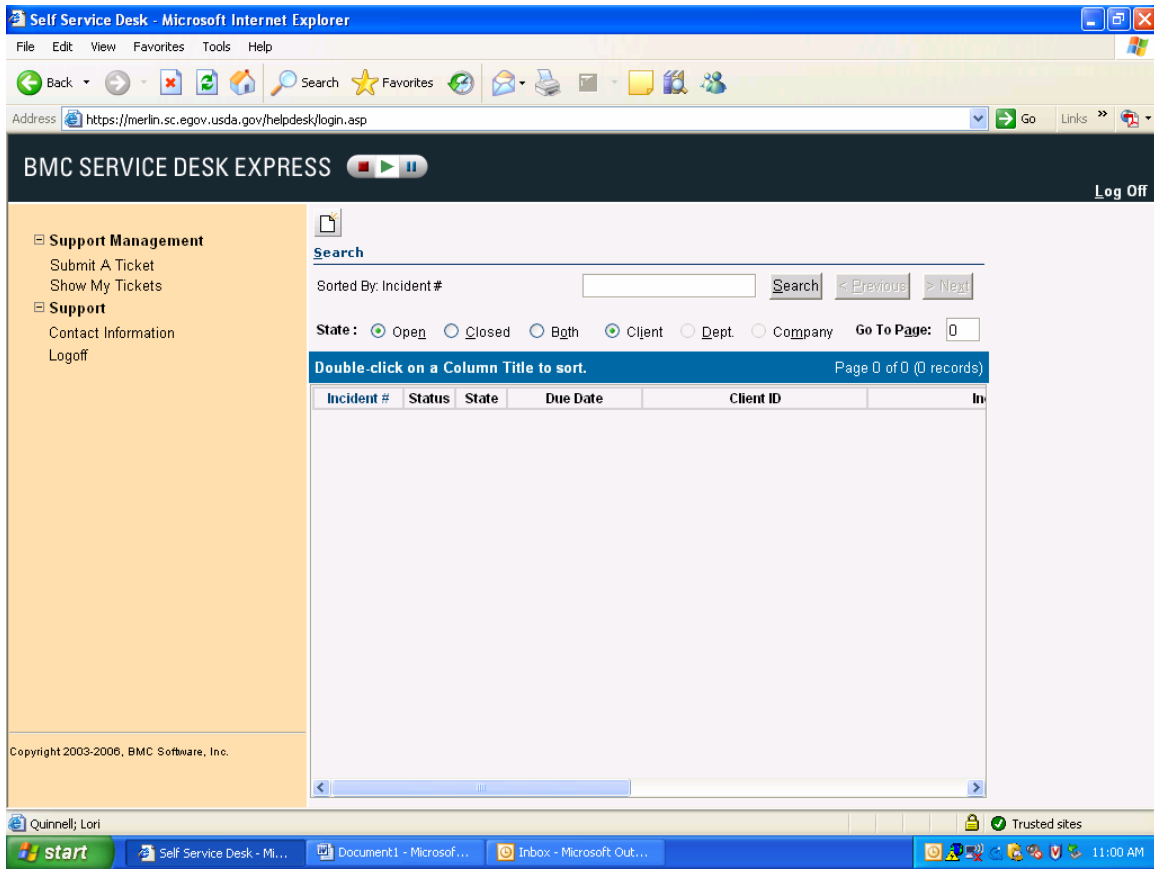
At this log in screen enter the numbers portion of your iCAMS (eAuth) user id.

For example if your log on id is XY123456. In the Client ID field you would enter 123456.

In the password field enter the password assigned to you in the email you received.

Click the SIGN IN button OR press enter.

## USING THE MAGIC SELF SERVICE SOFTWARE



### Procedure to Change Self Service Password.

1. Logon to Self Service  
<https://merlin.sc.egov.usda.gov/helpdesk>
2. Click on Language desired. English version is referenced in rest of this resolution.
3. Enter Client ID and Password
  - a. Client ID is CAMS ID without the Alpha Characters  
(Some new and non-government employees may have another ID.)
  - b. Password will be emailed to users that request new account or reset of account.  
NOTE: If you do not receive email notification within 24 hours, call 800-457-3642 to report problem with no email notification of Self Service new account.
4. Click on Sign In button.
5. Click on Contact Information (Under Support – Click the + sign if not visible)
6. Highlight the Password (series of bars)
7. Enter new password. \*\*\*\*Do NOT Use any special characters in new password.\*\*\*\*
8. Click on Submit button.
9. On the Confirm New Password Screen, Re-enter the new password in “Confirm New Password” box and press OK button.
10. IMPORTANT – Click the Submit button again. This saves the change to the password.

## USING THE MAGIC SELF SERVICE SOFTWARE

Self Service Desk - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites RSS Feeds Print Mail Printers

Address <https://merlin.sc.egov.usda.gov/helpdesk/login.asp> Go Links

### BMC SERVICE DESK EXPRESS

Log Off

**Support Management**

- Submit A Ticket
- Show My Tickets

**Support**

- [Contact Information](#)
- Logoff

Submit Print

Client ID	013785	Phone	(507)289-7454	Ext.	
First Name	Lori	Fax	( ) - -		
Last Name	Quinnell	Cell	( ) - -		

Password Address City Building

E\_GOV

**Confirm New Password**

New Password: .....

Confirm New Password: .....

Ok Cancel

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start Self Service Desk - Mi... Confirm New Passwor... Document1 - Microsof... Inbox - Microsoft Out... 11:01 AM

## USING THE MAGIC SELF SERVICE SOFTWARE

Self Service Desk - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://merlin.sc.egov.usda.gov/helpdesk/login.asp>

**BMC SERVICE DESK EXPRESS** Log Off

**Support Management**

- [Submit A Ticket](#)
- [Show My Tickets](#)

**Support**

- [Contact Information](#)
- [Logoff](#)

Phone # (507)289-7454 Alternate Phone ( ) - -

Office ID 100631 Office Name NRCS AREA 7 OFFICE

Site ID 2773 Site Name NRCS AREA 7 OFFICE

City ROCHESTER State MN Zip 55901-2476

**PLEASE SELECT "ONE" OF THE LOCATION BOXES BELOW**

USDA Service Center Request (includes State Offices) ☐

USDA Large Office Request (designated "Large Office Sites") ☐

Other Location then listed above ☐

**REQUEST INFORMATION**

Ticket # Assigned To SSUSER ADMIN

Opened Due Date

Status OPEN OPEN - Pending Resolution

Subject ID Subject Description

Details : ☐ User ☐ System ☒ All Page 1 of 1 (0 records) << >>

Date	Support Staff	Details ID	Description	Note Exists
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start Self Service Desk - Mi... Document1 - Microsof... Inbox - Microsoft Out... 11:03 AM

### TO SUBMIT A SELF HELP TICKET:

Under SUPPORT MANGEMENT click on the SUBMIT A TICKET link. The form at the right of the links bar will appear with your information filled in.

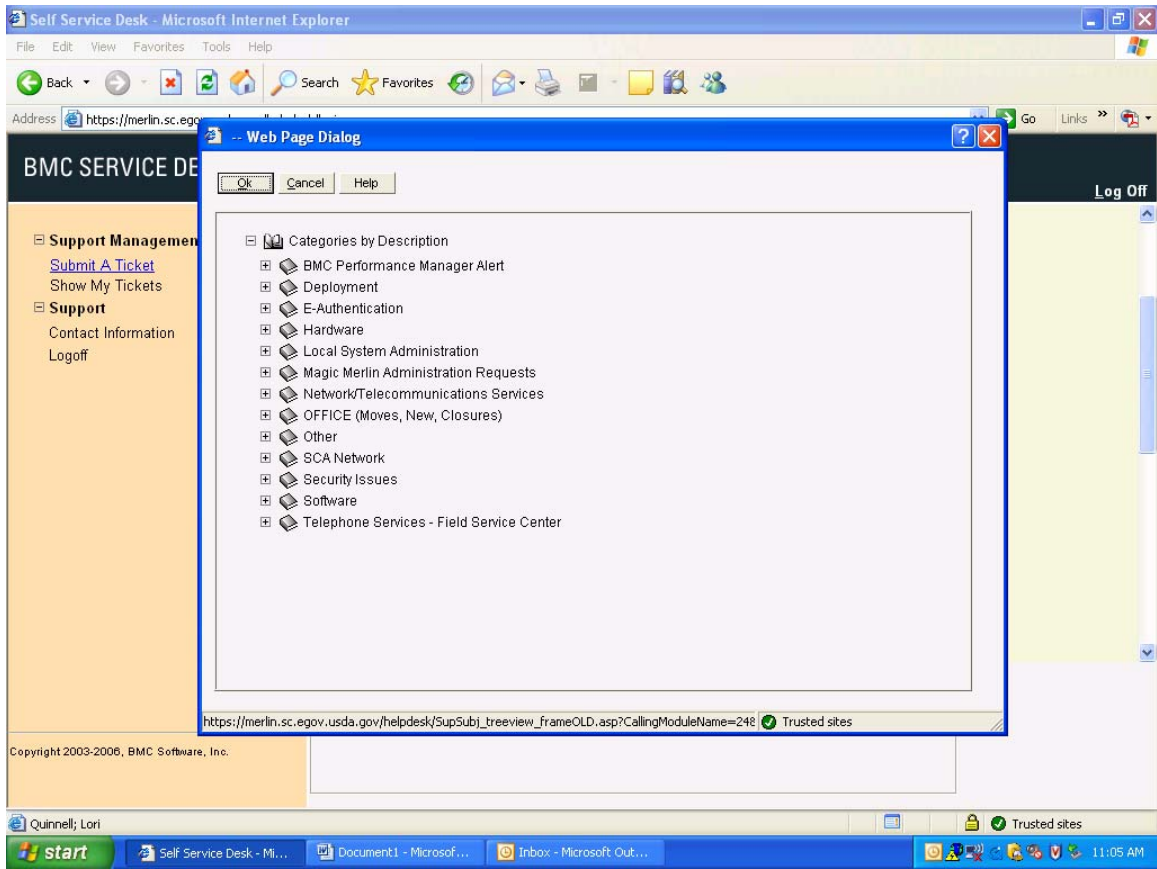
If you would like an email confirmation of your ticket submission click the box next to EMAIL CONFIRMATION in the middle of the blue bar.

Click the box under Location for "USDA Service Center Request (includes State Offices.)"

If at any time during completing the ticket you would like to clear the form and start over, simply click the RESET FORM button on the left side of the blue bar.

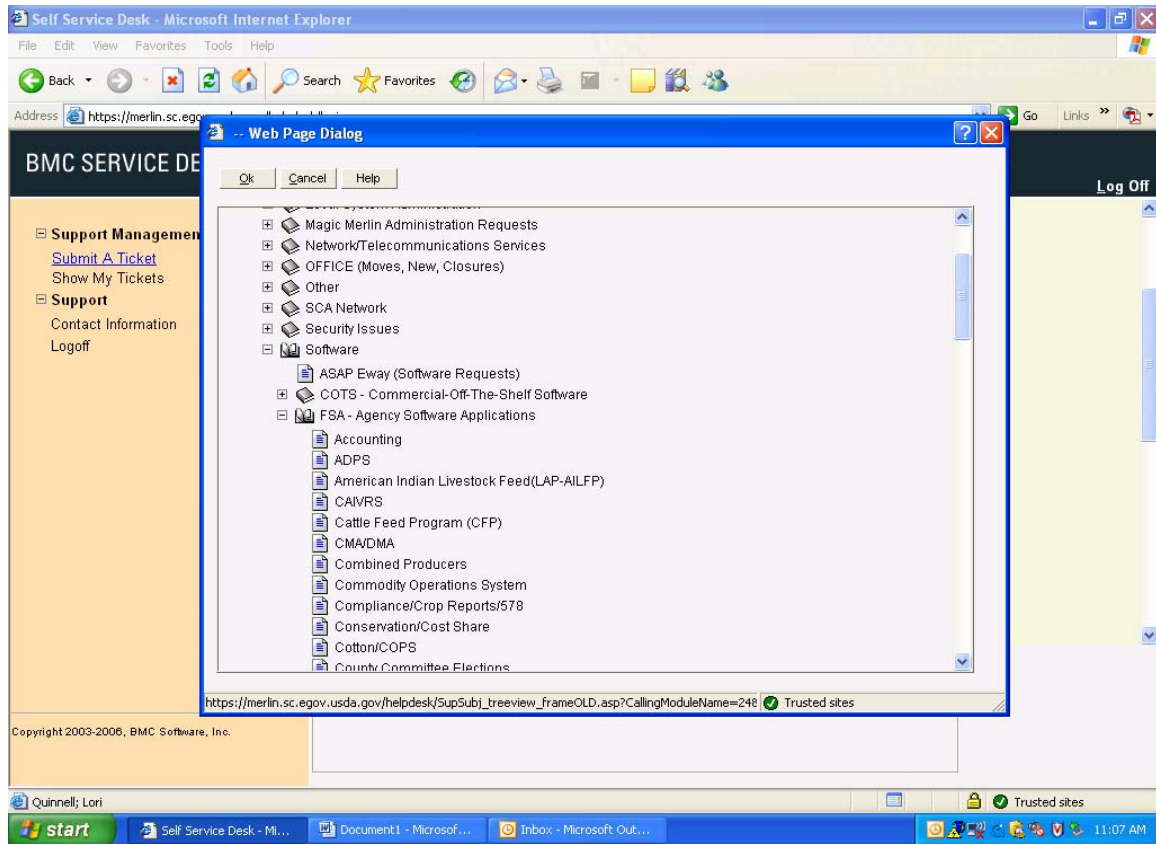
Click the bottom at the right of the SUBJECT fill in box and the following screen will appear:

## USING THE MAGIC SELF SERVICE SOFTWARE



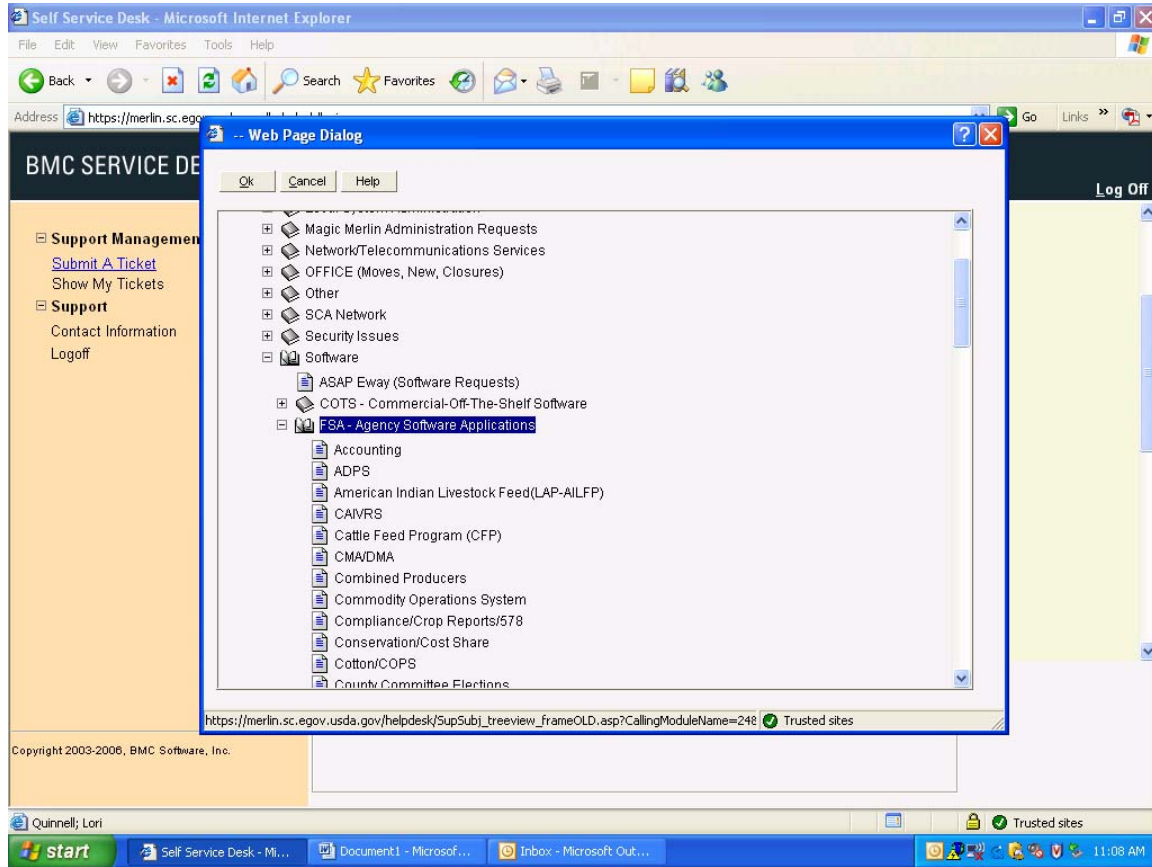
## USING THE MAGIC SELF SERVICE SOFTWARE

Click on the book icon to the left of the subject to expand the subject as shown below:



Choose the item that best describes the problem you are having. If, for example, the problem is with agency specific software but none of the sub headings are exactly what you are having issues with, just highlight the appropriate agency software application line and click the OK button.

## USING THE MAGIC SELF SERVICE SOFTWARE



Here I have selected FSA-Agency Software Applications. If nothing on the tree below this heading is exactly where my problem is then I highlight FSA AGENCY SOFTWARE APPLICATIONS and click OK.

Being as specific as you can will help the ITS staff that pick up the tickets know where your problem lies. If you can't find the exact topic then try to pick a subject that at least points in the general direction.

Do not get hung up on picking the exactly correct item. These subjects are a guide used by ITS staff to get a sense of where the problem lies. Do your best to be as specific as you can within reason.

After you choose the subject, the subject description automatically fills in.



# USING THE MAGIC SELF SERVICE SOFTWARE

Self Service Desk - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites RSS Feeds Print Mail

Address <https://merlin.sc.egov.usda.gov/helpdesk/login.asp> Go Links

## BMC SERVICE DESK EXPRESS

Log Off

**Support Management**

- [Submit A Ticket](#)
- [Show My Tickets](#)

**Support**

- [Contact Information](#)
- [Logoff](#)

City  State  Zip

**PLEASE SELECT "ONE" OF THE LOCATION BOXES BELOW**

USDA Service Center Request (includes State Offices) ☒

USDA Large Office Request (designated "Large Office Sites") ☐

Other Location then listed above ☐

**REQUEST INFORMATION**

Ticket #  Assigned To

Opened  Due Date

Status

Subject ID  Subject Description

Subject Information (If Present)

Details: ☐ User ☐ System ☒ All Page 1 of 1 (0 records) << >>

Date	Support Staff	Details ID	Description	Note Exists
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start Self Service Desk - Mi... Document1 - Microsof... Inbox - Microsoft Out... 11:09 AM

## USING THE MAGIC SELF SERVICE SOFTWARE

Self Service Desk - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://merlin.sc.egov.usda.gov/helpdesk/login.asp>

**BMC SERVICE DESK EXPRESS** Log Off

**Support Management**  
[Submit A Ticket](#)  
Show My Tickets

**Support**  
Contact Information  
Logoff

Attach File

**Associated Agency** FSA (Farm Service Agency) (Please Select the Agency you work for or are associated with)

*NOTE: Please provide the following information, if applicable to your request:  
Workstation Name, IP Address and Serial # etc.*

**Request Description or Note** **Submit** Resolution

When using web based eligibility software, every time I do a customer search the state defaults to Alabama. When I use SCIMS the state is automatically set to Connecticut. I suspect there is an issue here.

**Details:** ☐ User ☐ System ☒ All Page 1 of 1 (0 records) << >>

Date	Support Staff	Details ID	Description	Note Exists
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start Self Service Desk - Mi... Document1 - Microsof... Inbox - Microsoft Out... 11:15 AM

In the Associated Agency field, select the agency you are associated with.

Use the blue scroll bar on the right hand side of your screen to move to the bottom of the page. Click in the white area of the REQUEST DESCRIPTION OR NOTE and type your best description of the problem you are experiencing. Try to be clear and concise.

When you have completed typing your problem description, click on the SUBMIT button. Your request has now been sent to all of the ITS Staff in Minnesota.

After you have submitted a ticket you can view tickets by clicking on SHOW MY TICKETS under SUPPORT MANAGEMENT.

## USING THE MAGIC SELF SERVICE SOFTWARE

Self Service Desk - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://merlin.sc.egov.usda.gov/helpdesk/login.asp> Go Links

**BMC SERVICE DESK EXPRESS** [Log Off](#)

**Support Management**  
Submit A Ticket  
[Show My Tickets](#)

**Support**  
Contact Information  
Logoff

**Search**

Sorted By: Incident #  [Search](#) [< Previous](#) [Next >](#)

State: ☒ Open ☐ Closed ☐ Both ☒ Client ☐ Dept ☐ Company Go To Page:

Double-click on a Column Title to sort. Page 1 of 1 (1 records)

Incident #	Status	State	Due Date	Client ID	Incident Description
626255	OPEN	O		013785	When using web browser I do a customer search. When I use SCIMS Connecticut. I suspect...

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start Self Service Desk - Mi... Document1 - Microsof... Inbox - Microsoft Out... 11:16 AM

This is an example of the screen you will see with your tickets listed. Here you can see the status of the ticket and when it was submitted.

Double click on the ticket to check on the status.

## USING THE MAGIC SELF SERVICE SOFTWARE

Self Service Desk - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://merlin.sc.egov.usda.gov/helpdesk/login.asp>

**BMC SERVICE DESK EXPRESS** Log Off

**Support Management**  
Submit A Ticket  
[Show My Tickets](#)

**Support**  
Contact Information  
Logoff

Attach File

File Name	File Size(bytes)
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**Associated Agency** FSA (Farm Service Agency) (Please Select the Agency you work for or are associated with)

**NOTE:** Please provide the following information, if applicable to your request:  
Workstation Name, IP Address and Serial # etc.

**Request Description or Note** **Submit** **Resolution**

When using web based eligibility software, every time I do a customer search the state defaults to Alabama. When I use SCIMS the state is automatically set to Connecticut. I suspect there is an issue here.

Worked with helpdesk and have the database corrected to give the right state for these searches.

**Details:** ☐ User ☐ System ☒ All Page 1 of 1 (0 records) << >>

Date	Support Staff	Details ID	Description	Note Exists
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start Self Service Desk - Mi... Magic\_screenshots.d... Inbox - Microsoft Out... 11:51 AM

The bottom of the screen shows where you can view all the steps that your ticket has taken since it left your hands.

If an ITS person is able to resolve your ticket their actions taken will be in the RESOLUTION box. This ticket can now be used as a tool for you should encounter this problem again. You can still view this ticket after it has been closed.

When you are finished with your session you can either choose the LOGOFF link under SUPPORT or you can simply click on the LOGOFF on the upper right of your screen. Click OK on the pop up screen that appears.

As always...if you have any questions or concerns, please feel free to call your ITS Technical Support Representative or you may call the ITS Service Desk (800)457-3642.